PLANTRONICS
SOUND INNOVATION

Audio Solutions for Softphones | Cross Reference Guide

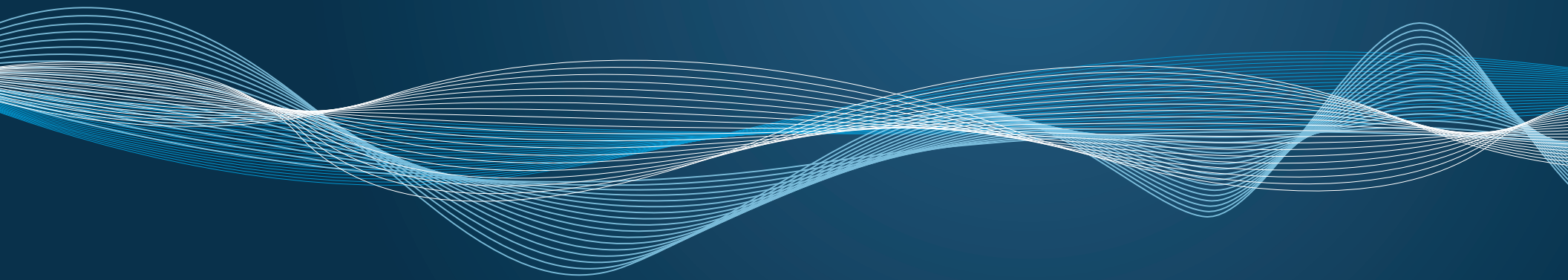
UC+ UNIFIED COMMUNICATIONS

UC+ UNIFIED COMMUNICATIONS

Why Plantronics?

Because voice matters. Our audio solutions deliver unsurpassed audio quality and superior functionality, allowing users to easily initiate and control the voice component of their unified communications system.

Our wide range of products for PC-based softphones, along with our industry-leading global support and service, will help any enterprise bridge the final gap to UC deployment.



Compatibility

Plantronics works closely and partners with the industry's leading softphone providers to ensure integration and compatibility with our UC products. Plantronics products optimized for UC offer Remote Call Control (RCC) out of the box—providing call answer/end, mute, volume control, and in certain products, flashing capabilities—right from the headset, with many of the softphones listed in this guide.

And because we offer a product for every role in the organization, your IT staff does not need to worry about integrating and trouble-shooting a complex mix of endpoints and headsets from different vendors.

This guide will walk you through all the levels of softphone support we offer with our UC audio solutions.

Support

Our commitment to you doesn't end when you purchase products from us. Plantronics maintains the industry's most extensive and experienced global support team to ensure that you have the support you need for a successful UC implementation. Whether it's testing a new product, troubleshooting issues with existing products, or advanced replacement for broken products, we are there for you.

Additionally, if Plantronics support cannot resolve a problem, or if any Plantronics product fails to perform to the highest standard, a replacement will be shipped within 48 hours. The rapid replacement process allows IT managers to reduce costs by eliminating the need for a big backup supply of headsets.

We make it easy to get support for your Plantronics products, day or night. Simply call 1-888-598-7335. Phone support is available 24-hours a day from Sunday 3:00 PM to Friday at 5:00 PM (PST).

We also provide live chat, community forums, and e-mail support as well as a searchable knowledge base. Visit our support page for a full list of support services.

Remote Call Control

With Remote Call Control (RCC) when a call comes in, you hear a ring tone in your ear, even when you are away from your desk. You can answer the call, adjust the volume, mute the call, or end the call right from your headset.

RCC features like Ring Tone and Call Answer/End are available with many of the softphone/headset combinations covered in this guide. Most Plantronics headsets provide Volume Control. Microphone Mute and Redial are also available on certain models.

When connecting your headset to your softphone, there are three ways to enable Remote Call Control.

1. **Plantronics software.** Easily install the Plantronics software component for softphone call control to enable full RCC functionality. This guide will provide you with the full range of softphones supported by Plantronics software.
2. **Plug-and-play**. Some softphones have full functionality without the need for additional software installation.
3. **USB connectivity.** Additional softphones manage call control using the softphone interface on your PC.

WO200 Savi® Office Over-the-Ear Headset

Corded Headsets

USB Phones

	Blackwire™ 200 Series	Blackwire™ 420	Blackwire™ 600 Series	Calisto® 210[1, 2]	Calisto® 420	Calisto® 540-M[1]
Connects To	PC via USB	PC via USB	PC via USB	PC via USB	PC via USB	PC via USB
Recommended For	Users with occasional PC communication	Users requiring a portable PC headset for multiple work locations	Users with extensive PC communication	PC telephony users in the office or on the road	PC users on the go to transform any workspace into a conference room	Users transitioning to PC telephony
Wearing Style/Usage	Monaural (C210) Binaural (C220)	Binaural (C420) Folds flat	Monaural (C610) Binaural (C620)	Handset	Speakerphone	Desk Phone
Audio Performance	Wideband Stereo (C220)	Wideband Stereo (C420) Echo cancellation	Wideband Stereo (C620) Echo cancellation	Wideband	Wideband Echo cancellation Noise reduction	Wideband Echo cancellation (speaker only)
Hearing Protection	SoundGuard®	SoundGuard	SoundGuard	SoundGuard	—	SoundGuard
Microphone Noise Reduction	Noise-canceling	Noise-canceling	Noise-canceling	Noise-canceling	—	—
Call Control	Call answer/end, mute, volume +/-	Call answer/end, mute, volume +/-, flash between calls	Call answer/end, mute, volume +/-, flash between calls	Dial pad, call answer/ end, mute, volume +/-	Mute, volume +/-	Dial pad, call answer/ end, mute, volume +/-
Limited Warranty	1 year	1 year	2 years	1 year	2 years	1 year
Model Number	C210 (monaural) C220 (binaural)	C420	C610 (monaural) C620 (binaural)	P210-M (Microsoft)[1] P210-A (Avaya)[2]	P420	P540-M (Microsoft)[1]
Part Number	80298-03 (C210) 80299-03 (C220)	82632-01 (C420)	81964-41 (C610) 81965-41 (C620)	57700.002 (Microsoft)[1] 57725.001 (Avaya)[2]	82136-01	82783-01
MSRP (USD)	$44.95 (monaural) $49.95 (binaural)	$89.95	$109.00 (monaural) $129.00 (binaural)	$79.00	$179.00	$169.95

[1] For Microsoft Office Communicator only [2] For Avaya only

Plantronics Technology Terms

AudioIQ²
Keeps calls clear, regardless of the environment, automatically adjusting incoming calls to a comfortable, clear level.

Echo Cancellation
Requirement for full-duplex speakerphones when both the microphone and speaker are on at the same time.

SoundGuard
Acoustic limiting; protection against sound levels above 118dBA.

SoundGuard DIGITAL
Acoustic limiting in the headset, anti-startle, (detects any large, sudden increase in signal level and eliminates the increase) and Time Weighted Average; prevents average noise level from exceeding 85dBA.

Wideband
Frequency range up to 6,800 Hz. Meets TIA-920 standard for genuine wideband response.

WindSmart® Technology
Advanced noise-reduction reduces disruptive wind noise.

Office Wirelesss

Bluetooth

	Savi® 430	Savi® Office Convertible	Savi® Office Over-the-Ear	Savi® Office Over-the-Head	Voyager PRO UC
Connects To	PC	Desk phone + PC	Desk phone + PC	Desk phone + PC	PC + Mobile phone
Recommended For	Office users requiring the highest sound quality and portability	Users with mixed PC and office phone communications	Users with mixed PC and office phone communications	Users with mixed PC and office phone communications	Users with mixed PC and mobile phone communications
Wearing Style	Over-the-Ear	Convertible: Over-the-Ear or Over-the-Head	Over-the-Ear	Over-the-Head; Monaural or Binaural	Over-the-Ear
Roaming Range	Up to 300 feet	Up to 350 feet	Up to 350 feet	Up to 350 feet	Up to 33 feet
Wireless Frequency	DECT™ 6.0	DECT™ 6.0	DECT 6.0	DECT 6.0	Bluetooth®, Class 2
Audio Performance	Mono, PC wideband	Mono, PC wideband	Mono, PC wideband	Mono, PC wideband	Mono, PC wideband Echo cancellation
Hearing Protection	SoundGuard	SoundGuard	SoundGuard	SoundGuard DIGITAL™	SoundGuard
Microphone Noise Reduction	Noise-canceling	Noise-canceling	Noise-canceling	Noise-canceling	Noise-canceling with WindSmart® technology and AudioIQ²™
Remote Call Control	Call answer/end, mute, volume +/-, flash between calls	Call answer/end, mute, volume +/-, flash between calls	Call answer/end, mute, volume +/-, flash between calls	Call answer/end, mute, volume +/-, flash between calls	Call answer/end, mute, volume +/-
Talk Time	Up to 6 hours[3]	Up to 9 hours[3]	Up to 6 hours[3]	Up to 9 hours[3]	Up to 6 hours[3]
Limited Warranty	1 year	1 year	1 year	1 year	
Model Number	W430	WO100	WO200	WO300 (monaural) WO350 (binaural)	WG200/B
Part Number	82396-01	79956-01	79957-01	81794-01 (monaural) 81802-01 (binaural)	38667-01
MSRP (USD)	$279.95	$379.95	$379.95	$379.95 (monaural) $399.95 (binaural)	$199.95

[3]Performance dependent on battery and may vary by device.

UC+ UNIFIED COMMUNICATIONS

Manufacturer	Softphone	Blackwire™ 200 Series, Blackwire 420, Blackwire 600 Series	Calisto® 210-M, Calisto 210-A	Calisto® 420	Calisto® 540-M
Aastra	OpenPhone 65 IPC	Compatible as an audio device	NA	Compatible as an audio device	NA
Aastra	OpenPhone 7x IPC	Compatible as an audio device	NA	Compatible as an audio device	NA
Aastra	Aastra 2380ip	Compatible as an audio device	NA	Compatible as an audio device	NA
Aastra	Backstage	Compatible as an audio device	NA	Compatible as an audio device	NA
Aastra	Office 1600/1600IP	Compatible as an audio device	NA	Compatible as an audio device	NA
Alcatel-Lucent	Softphone 4980	Compatible as an audio device	NA	Compatible as an audio device	NA
Alcatel-Lucent	Pimphony	Compatible as an audio device	NA	Compatible as an audio device	NA
Altigen	MaxCommunicator	Compatible as an audio device	NA	Compatible as an audio device	NA
Aspect	EnsemblePro	Compatible as an audio device	NA	Compatible as an audio device	NA
Avaya	IP Softphone	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]	Compatible as an audio device	NA
Avaya	IP Agent	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]	Compatible as an audio device	NA
Avaya	Avaya one-x Communicator	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]	Compatible as an audio device	NA
Avaya	Avaya one-X Agent	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	NA
Cisco	Cisco IP Communicator (CIPC)	Audio and Remote Call Control with Plantronics software[1]	NA	Compatible as an audio device	NA
Cisco	Cisco Unified Personal Communicator (CUPC)	Compatible as an audio device	NA	Compatible as an audio device	NA
Cisco	Cisco UC Integration™ for Microsoft Office Communicator	Audio and Remote Call Control with Plantronics software[1]	NA	Compatible as an audio device	NA
CounterPath	eyeBeam (former Xten)	Compatible as an audio device	NA	Compatible as an audio device	NA
CounterPath	Bria	Compatible as an audio device	NA	Compatible as an audio device	NA

[1]Plantronics software available at plantronics.com/software

Manufacturer	Softphone	Savi® 430	Savi® Office WO100/WO200	Savi® Office WO300/WO350	Voyager PRO UC
Aastra	OpenPhone 65 IPC	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
Aastra	OpenPhone 7x IPC	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
Aastra	Aastra 2380ip	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
Aastra	Backstage	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
Aastra	Office 1600/1600IP	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
Alcatel-Lucent	Softphone 4980	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
Alcatel-Lucent	Pimphony	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
Altigen	MaxCommunicator	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
Aspect	EnsemblePro	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
Avaya	IP Softphone	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]
Avaya	IP Agent	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]
Avaya	Avaya one-x Communicator	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]
Avaya	Avaya one-X Agent	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
Cisco	Cisco IP Communicator (CIPC)	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]
Cisco	Cisco Unified Personal Communicator (CUPC)	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
Cisco	Cisco UC Integration™ for Microsoft Office Communicator	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]
CounterPath	eyeBeam (former Xten)	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
CounterPath	Bria	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device

[1]Plantronics software available at plantronics.com/software

Manufacturer	Softphone	Blackwire™ 200 Series, Blackwire 420, Blackwire 600 Series	Calisto® 210-A Calisto® 210-M	Calisto® 420	Calisto® 540-M
Deutsche Telekom	Octopus Netphone	Compatible as an audio device	NA	Compatible as an audio device	NA
Huawei	Personal Communications Assistant	Compatible as an audio device	NA	Compatible as an audio device	NA
IBM	IBM Sametime	Remote Call Control with Plantronics IBM Plug-in[2] IBM Lotus Sametime Connect versions 8.0.1	NA	Compatible as an audio device	NA
IFM Infomaster	Phones Enterprise Suite	Compatible as an audio device	NA	Compatible as an audio device	NA
innovaphone	SoftwarePhone	Compatible as an audio device	NA	Compatible as an audio device	NA
Interactive Intelligence	Interactive Client	Compatible as an audio device	NA	Compatible as an audio deviceA	NA
IP Blue	VT GO	Compatible as an audio device	NA	Compatible as an audio device	NA
Microsoft	Office Communicator 2007 R1 and R2	Optimized version provides audio and Remote Call Control. No additional drivers needed	Optimized version provides audio and Remote Call Control. No additional drivers needed	Compatible as an audio device	Optimized version provides audio and Remote Call Control. No additional drivers needed
Mitel	8602	Compatible as an audio device	NA	Compatible as an audio device	NA
NEC	Webdial/SP30	Compatible as an audio device	NA	Compatible as an audio device	NA
Nortel	i2050	Compatible as an audio device	NA	Compatible as an audio device	NA
Phoner	Phoner lite	Compatible as an audio device	NA	Compatible as an audio device	NA
ShoreTel	Shoreware CallManager	Audio and Remote Call Control with Plantronics software[1]	NA	Compatible as an audio device	NA
Siemens	OptiClient 130	Compatible as an audio device	NA	Compatible as an audio device	NA
Siemens	OpenScape UC	Compatible as an audio device	NA	Compatible as an audio device	NA
Skype	Skype Softphone	Audio and Remote Call Control with Plantronics software[1]	NA	Compatible as an audio device	NA
SWYX	SwyzIT	Compatible as an audio device	NA	Compatible as an audio device	NA
Toshiba	SoftIPT Softphone	Compatible as an audio device	NA	Compatible as an audio device	NA

[1]Plantronics software available at plantronics.com/software

Manufacturer	Softphone	Savi® 430	Savi® Office WO100/WO200	Savi® Office WO300/WO350	Voyager PRO UC
Deutsche Telekom	Octopus Netphone	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
Huawei	Personal Communications Assistant	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
IBM	IBM Sametime	Remote Call Control with Plantronics IBM Plug-in[2] IBM Lotus Sametime Connect versions 8.0.1	Remote Call Control with Plantronics IBM Plug-in[2] IBM Lotus Sametime Connect versions 8.0.1	Remote Call Control with Plantronics IBM Plug-in[2] IBM Lotus Sametime Connect versions 8.0.1	Remote Call Control with Plantronics IBM Plug-in[2] IBM Lotus Sametime Connect versions 8.0.1
IFM Infomaster	Phones Enterprise Suite	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
innovaphone	SoftwarePhone	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
Interactive Intelligence	Interactive Client	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
IP Blue	VT GO	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
Microsoft	Office Communicator 2007 R1 and R2	Optimized version provides audio and Remote Call Control. No additional drivers needed	Optimized version provides audio and Remote Call Control. No additional drivers needed	Optimized version provides audio and Remote Call Control. No additional drivers needed	Audio and Remote Call Control. No additional drivers needed.
Mitel	8602	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
NEC	Webdial/SP30	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Audio and Remote Call Control with Plantronics software[1]
Nortel	i2050	Compatible as an audio device	Audio and Remote Call Control (with APV70)	Audio and Remote Call Control (with APV70)	Compatible as an audio device
Phoner	Phoner lite	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
ShoreTel	Shoreware CallManager	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]
Siemens	OptiClient 130	Compatible as an audio device	Audio and Remote Call Control included	Audio and Remote Call Control included	Audio and Remote Call Control included
Siemens	OpenScape UC	Compatible as an audio device	Audio and Remote Call Control included	Audio and Remote Call Control included	Audio and Remote Call Control included
Skype	Skype Softphone	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]	Audio and Remote Call Control with Plantronics software[1]
SWYX	SwyzIT	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device
Toshiba	SoftIPT Softphone	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device	Compatible as an audio device

[1]Plantronics software available at plantronics.com/software

Using a Plantronics headset with any softphone will deliver a simpler, more comfortable, and better sounding audio experience than you could get using just your computer's internal microphone and speaker (if available).

You can use your Plantronics headset with any softphone even if it does not support RCC functionality. Simply set up your Plantronics headset as an audio device on your PC.

Setting up your Plantronics headset as an audio device on a PC

The headset optimized for Microsoft Office Communicator is ready to use with your computer and Microsoft Office Communicator 2007.

1. Plug the USB connector for the headset into your notebook or desktop computer
2. Wait a few seconds for the system to recognize the headset softphone application

If there are any issues, go to the Windows Control Panel and select Sounds and Audio Devices to set up your Plantronics headset as the default audio device in the Audio and Voice tabs. The headset is now the preferred telephony device and will prioritize phone calls above other audio.

For Microsoft Office Communicator users: to always route call audio to the headset, follow these steps:

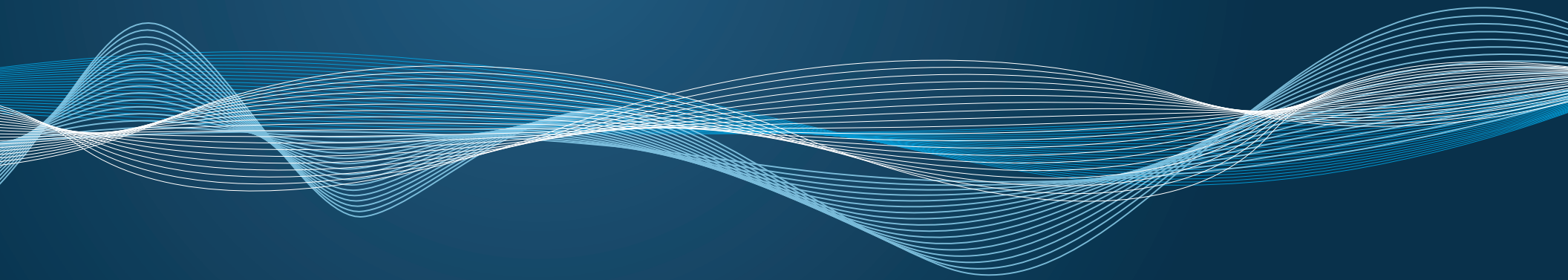
1. Click the drop down arrow icon in the upper left corner of the Office Communicator window
2. Select the **Tools** option
3. Select **Set Up Audio and Video…**
4. The first screen will be Setup for Handset or Headset. Verify that the headset is selected in the drop down menu. Click **Next**.
5. This screen is setup for Speakers/Microphone or Speakerphone. The drop down menu will indicate Default, and the Speaker and Microphone will indicate the computer soundcard or speakers & microphone.
6. Select **Custom** in the main drop down menu.
7. Now use the Speaker and Microphone menus to select the headset boxes
8. Click **Next**
9. The next window sets where the system sounds, including where the phone ringer will sound. This is not technically part of the speakerphone change but is an important part of the audio setup. The drop down menu selects whether the system sounds will be routed to the headset or the computer speakers. Most users prefer the computer speakers. After making your selection click **Finish**.

Note: USB configuration settings are unique for each USB port. Changing the settings as described here will only affect behavior when the headset is connected to that specific USB port. If you connect the headset to a different port you will need to make these changes again to set behavior for that USB port.

©2010 Plantronics, Inc. All rights reserved. Plantronics, the logo design, Plantronics Voyager, AudioIQ², Blackwire, Calisto, Savi, SoundGuard, Sound Innovation and WindSmart are trademarks or registered trademarks of Plantronics, Inc.
Microsoft is a trademark or registered trademark of Microsoft Corporation in the U.S. and other countries. The Bluetooth trademark is owned by Bluetooth SIG, Inc. and any use of the mark by Plantronics, Inc. is under license. DECT is a trademark of ETSI.
All other trademarks are property of their respective owners. Published March 2010.

Plantronics headsets combine advanced technology and innovative design to enable people to communicate more freely—whatever they are doing and wherever they are. Our innovative designs are made to work seamlessly with the leading audio and web conferencing programs.

For product ordering information, please visit:
plantronics.com/north_america/en_US/support/order/



To learn more about Plantronics products for Unified Communications, visit **plantronics.com/UC**

UC+ UNIFIED COMMUNICATIONS

UC+ UNIFIED COMMUNICATIONS

PLANTRONICS
SOUND INNOVATION®